

# APS 5-6 Interpersonal Communication Skills for Impact & Influence

8 Feb | Online



## Unlock the power of effective verbal and non-verbal communication

- Maximise impact through body language, tone of voice and tailored messaging
- Build quick, genuine connections with active listening and persuasive techniques
- Presentation skills to creating a lasting impact
- Overcome communication challenges with emotional management and conflict resolution skills

### THE AGENDA

#### Workshop

8 FEB | 9:00 - 4:30

- Verbal and non-verbal strategies to maximise impact
- Communication skills 1: Building a connection
- Communication skills 2: Making an impact
- Overcoming communication barriers and managing challenging situations

### YOUR FACILITATOR

With a vast array of experience across the public sphere and Law Societies in both the UK and Australia, Giles implemented industry firsts that led to unprecedented reductions in complaints against accredited law practices. As a speaker and facilitator, Giles' client-centred approach makes for engaging, practical and relevant content.



**Giles Watson**  
Director  
CX Training

### GROUP DISCOUNTS

3 - 4 Attendees

**15%**

5 - 7 Attendees

**20%**

8 - 9 Attendees

**25%**

10+ Attendees

**30%**

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